

Minutes of the Oglethorpe County Library Board Meeting  
August 5, 1997

Trustees present: . Wingate Downs, Ruth Bloom, Juanita Paul, Elmer Trumbull.  
Others: ARLS Dir. Kathryn Ames, Br. Mgr. Jan Burroughs, Guests: John Faz representing Oglethorpe County Rotary.

Mr. Downs began by relaying information given to him by County Commission Chairman Robert Johnson and BOE Director Jim Willis. Mr. Johnson says that the library's excessive spending will come to a halt. Mr. Willis says that the BOE can only uphold their current \$15,000 contribution to the library budget.

New Business:

Approach area businesses about supplemental funding

Light on sign

Mural

Panic button

Work on budget

Jan to begin work on Internet orientation program for county employees.

A motion was made by Mr. Trumbull to begin or complete work on these projects. Second by Mrs. Bloom.

Mr. John Faz, representing the Oglethorpe County Rotary Club, presented the Library Board with the Rotary's plans to sponsor a Literacy/ESL program as part of the club's Vocation Service objective. In preparation of this goal, the Rotary has purchased or plans to purchase a computer hardware and software, provide volunteers and management of program. The Rotary would like to use the library facilities for this project. The library, or course, would be a co-sponsor. Mrs. Bloom moved that the library board accept the Rotary club's offer of literacy sponsorship. Second by Mr. Trumbull. Trustees, Paul, and Downs voted in favor of the sponsorship. The vote of absent trustees will taken by phone.

Regional News: Reported by Kathryn Ames

The Regional Library Board has agreed to send all library board members to a Trustee Workshop. Peachnet Hub has been approved for the Oglethorpe County Library. This will involve 3 computers being designated for Internet access. One will be a children's terminal. Parents must sit with children who use the "Adult" terminal. November 1997 is the target date for the completion of this project. There is a chance that all in house terminals will be on-line.

Fiscal Reports:

The Board of Commissioners cut their contribution from \$39,000 to \$37,000. Motion to accept FY 1998 budget, Juanita Paul. Second, Elmer Trumbull.

Branch Managers Report: Jan Burroughs  
See attachment

Long Range Planning will headline the next scheduled meeting on October 7, 1997 at 4:00.

Barbara Cabaniss-roll over  
Vicki Spratlin's seat must be filled.

Motion to adjourn.

Need a new map!

Branch Manager's Report: August 5, 1997

Circ. Sats.

Month	Day Ct.	Child Pro.	GPR	Ref.	Circ.	New Patrons.
April	1764	5/76	11/178	354	3119	35
May	1785	7/1077	11/251	389	2863	70
June	2539	14/491	21/386	409	4413	64
July	2070	18/417	11/285	327	4403	

\$\$\$ Stats.

Month	Fine/Fee	Lost Bk	Copier	Gift \$	Petty	Etc.
April	389.30	-25.00	277.00	-0-	71.68	
May	384.00	25.00	63.10	-0-	39.39	95.00
June	480.50	7.39	260.50	-0-	48.62	675.00
July						

GPR  
GPR 35.00  
Lam. 45.00  
Oak Ch. 100.00  
Lex. 500.00

Gift Items:

Bonnie T. Gartrell

Historic Oglethorpe, Inc.

1 yr. subscription to Organic Gardening Magazine

The Cemeteries of Green Co., Georgia

The History of Lee County, Georgia

Set of 7 minute maps of Oglethorpe Co.

History of Elbert County

History of Lincoln Co. Georgia

Elbert Co. Bicentennial Commemorative Historical Book

1790-1990

Land Lottery List Oglethorpe Co. and Hancock Co.

64  
33  
9  
58

1  
176  
78  
254

Hist. Ogle. Cont.

Georgia Scribe

Elbert Countians in Our Countries Wars

An 1800 Census for Lincoln Co.

The Lists of Deaths (Wilkes Co.)

Vanishing Sights of Old Wilkes

Oglethorpe Co. Probate Register of Estates 1794-1821

Oglethorpe Co. Wills/Will Book B, 1807-1826

Oglethorpe Co. Deeds: Grantee Deed index 1794-1850

Deed Abstract Book A 1794-1796

Book B 1795-1798

Oglethorpe Co. Marriage & Census Information

1820 head of household

1850 mortality schedule

1860 head of household

Oglethorpe Co. Land Information

Oglethorpe Co. Tax Information

Historic Oglethorpe, Inc. & Katie Lou Bridges Britannica Great Books Set.

Glenn Paul

Wilkes Co. Maps

Glade Baptist Church, 1890-1990

Arts! Oglethorpe, Inc.

Fiddler on the Roof, Video

Bill Cosgrove

Time on Target: 945th Field Artillery Battalion in WWII

Bob Cummings

Immortal Captives

Michael Martin Farmer (Dallas, TX) Martin Family Quarterly 5 vols.

John Bloom

Supernatural Tales from Around the World

Jones Drewry

David Crenshaw Barrow

History of Georgia

First Lessons in Georgia History

Georgia: A Short History

Maps of Clarke Co.

Maxeys Woman's Club

Sponsored David Ginns Wild West Magic Show 6/24/97

She's Come Undone

Homecoming

Wild Apples

A Woman's Place

Snow Falling on Cedars

How to Make an American Quilt

Women Like Us

Maxeys W.C. Cont.

Blue Heaven

Tully

The Girls

Border Music

Bed and Breakfast

Matters of Choice

What Matters Most

Barbara Delinsky's 3-in-1 novel

The Persian Pickle Club

LaVyrle Spencer's 3-in-1 novel

Perfect

Jane Hix

Chase the Wind

Time and Chance

Life Blood

The Cape Ann

High Cotton

A Soldier of the Great War

S.C.V. Camp 922

Sponsored John Zwemer: Stories of America  
program. 1865

Rotary of Oglethorpe County

Computer, Software, Phone line extension in  
conference room.

Iron Horse

Soap Ponies for SRC prize

Papa's Pizza-To-Gp

Pizza Certificates for SRC prize

Lewis De Vorsey, Jr.

The Indian Boundary in the Southern Colonies  
1763-1775

The Georgia-South Carolina Boundary

Keys to the Encounter

The Royal Charter of Georgia

The convention between Georgia and South Carolina

Landmarks of Mapmaking

Lost Islands: The Story of Islands that Have  
Vanished from Nautical Charts

Cemeteries & Genealogy: Warren County, GA

Oglethorpe Co. High  
Class of 1953

Oglethorpe Co. Schools & Communities  
Remembered.

**Summer Reading Club:** We have 306 readers registered, as of July 30. This is over twice the number we had in 1996. We hope to have at least 150 complete the program and receive certificates.

SRC programs have included Wednesday morning programs, Toddler storytimes on Tuesdays and Thursdays provided by Carol Hunter, Craft programs, Special programs sponsored by SCV and Maxeys Woman's Club and a pajama party with stories by **Kim Smith.**

The SRC will conclude with a party on August 13 at 10:30. All are invited to attend.

**Electrical Problems: SOLVED!!!**

The only remaining piece of the puzzle is to install a new timer on the "sign lights" & "driveway lights." The electrician, Russell Tolbert and I have agreed to go in together to purchase the new timer. Russell has informed me that the electric breaker panels are not correct.

**Plumbing Problems: Getting better!!!**

Architect, Sterling Wilhoit, has installed valve adapters to increase the water pressure for flushing toilets. Library patron, Walter Branham replaced a water supply pipe in the staff restroom that leaked.

**Door Problems: Ever Present**

Once again, after heavy rains, ALL doors allowed water to run under them. I notified Sterling Wilhoit. He came by to look at them. Problem not corrected. Door alarm system still not connected. To be frank, I'm not sure who needs to make the next move.

**Panic button:** Called Alltel about instillation. Johnny Bridges suggested that I call Simplex, our alarm company, and ask them to add that feature to our system. Called Simplex, they delivered a "panic switch" box and said that they would send someone to install at a later date. That was back in June or the first of July.

\*\*\*\*\*

Beside the small problems listed above, everything seems to be running smoothly. The children, parents and staff are enjoying the Summer Reading Club. It's been hectic, yet loads of fun!

Jill McDuffie and I are looking into changing the format for our Wednesday morning storytime. We are investigating the possibility of taking our storytime on the road to the Child Development Center and to Headstart. We are also toying with the idea of having our Wednesday morning at the library be more of a toddler Story/Play time, allowing for more physical activity.

Patrons are excited about having Internet access! We are trying out various ways of regulating it's use by patrons. Currently, our Internet computer is also Wordprocessing computer, therefore we are forced to make judgment calls as to who has the more important project. Jon Monk has delivered and set up an extra computer for Wordprocessing; however, the printer and Wordprocessing program have yet to be installed. Printers are here awaiting Jons return.

MONTH OF: June '97						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6 LINE DANCE 4:00	7
8	9	10 Pre School Stories 3:00	11 3:30 AKBAC M HOTEL	12 Pre School Stories 11:00	13	14
15	16	17 " 3:00	18 10:30 THE COWBOY WAY	19 " 11:00	20	21 11:00 CIVIL WAR STORIES & ENCAMPMENT
22	23	24 " 3:00	25 10:30 ALL WE KANCH?	26 10:30 HARD WEST MAGIC SHOW DANCE KINN	27 Craft Pet Rocks 10:30	28
29	30 10:30 Coyote Stories Cynthia Janson					

Follow  
The  
Reading  
Trail



MONTH OF: July '97						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1 11:00 Pre School	2 10:30 Gloria Kim Smith	3 11:00 Pre School	4	5
6	7 Craft Theme 10:30	8 11:00	9 10:30 Saddle up, Partners	10 CRAFT Book Store Boogie 6:30	11 X	12
13	14	15 11:00	16 10:30 Bubble Blast & Jazz Chalk	17 11:00	18	19
20	21	22 11:00	23 10:30 Roll on, Little Dagies	24 Kim Smith P.J. Party 7:00	25 Paper bag holiday 10:30	26
27	28	29 11:00	30 10:30 Ponies Town	31 11:00		

1997 Summer Reading

MONTH OF: August '97						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1 11:00		4 11:00	5	6
3	4	5 11:00	6 10:30 FRAIL M Leave some Behind	7	8	9
10	11	12	13 10:30 Ptery	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

OGLETHORPE COUNTY  
LIBRARY  
Summer Reading Club. 1997

Watch the Oglethorpe Echo for updates  
and additional programs

\* Sponsored by Sons of Confederate Veterans

\* Sponsored by Maxey's Woman's Club

\* Sponsored by Georgia Power.

Re: Oglethorpe County Library Board Minutes (July 1997 to present.)

We did not have a meeting in July '97, meeting was postponed until August.

I've included meeting announcements and any handouts that were provided during meetings.

*If you need any more info. please  
call.*

*Thanks,  
Jar*



MINUTES OF THE MEETING OF  
THE OGLETHORPE COUNTY LIBRARY BOARD  
OCTOBER 7, 1997

Present: Trustees Wingate Downs, Juanita Paul, Emmett Caldwell, Junior Smith, Ruth Bloom, Carolyn Faz, Sonya Chow, Nancy Clark. ARLS Dir. Kathryn Ames, Branch Manager Jan Burroughs.

Motion made by Sonya Chow to approve the minutes of the August 5, 1997 meeting as they were presented. Second by Emmett Caldwell. All were in favor.

CARRY-OVER FROM PREVIOUS MEETING: "Phone votes" from last meeting were tallied. All motions carried.

ARLS REPORT: presented by K. Ames.

Mary Jean Hartell is receiving her last chemo treatment today and is anticipating a return to full time work.

The trustee workshop that was facilitated by Dan Cain was a wonderful success. Mrs. Ames noted that no Oglethorpe Co. board members were in attendance. She announced that another workshop will be conducted in Elbert County the first of the next year. She encourages our trustees to attend that workshop.

Attention was called to the circulation report (attached)

Financial report: We are in fairly good shape. The over run of the first few quarters should be corrected with the retirement of Alice Paul. Construction Account has been closed with the completion of the mural and display cabinet. The check for the sign planting has been cut.

Peachnet- a \$1500 grant has been received to wire the building for additional Internet access. Installation is anticipated to be complete by the end of the year. Mrs. Ames recommends that one peachnet line be brought into the conference room to permit public internet training.

Legislative priorities- Governor Miller has required every department to submit a 5% redirection of funding. It was recommended that ours 5% be moved from materials and placed on Peachnet

Trustee Clark ask if the board had proceeded in requesting funding from the cities of Arnoldsville, Crawford, Maxeys for the library. A \$500.00 contribution was discussed as being a reasonable request. It was discussed that a trustee should be assigned to present our request to the city councils. A trustee was not assigned.

Trustee Paul announced that she was currently negotiating a donation to the library from Champion, Inc.

Branch Mangers report was presented with a few additions.. Attention was called to the completed display case in the lobby, It was brought to the library boards attention that library

patron John Stephens had installed a color printer to one of our computers. We can now produce color Internet printouts. It was announced that Arts! Oglethorpe, Inc. has requested to be allowed to use the conference room from April 11, 1998 through April 26, 1998. The room would be used for an art display. The branch manger felt that she needed to get the approval of the library board since this would make the room off limits to the public for the week of April 11- 17 due to necessary temporary construction. April 18 through 25, the conference room would house the display but would be available to small groups. Trustee Faz felt that the library board needed to implement an official policy before allowing art to be displayed at the library. She discussed the need to protect the library from the possible accusation that they are presenting "obscene material." Censorship issues were discussed. The urgency of this particular case, due to grant application deadlines, was explained and it was decided that Branch Manger Burroughs contact Arts! Oglethorpe Inc. and request a copy of their artist participation guideline or possibly a copy of the grant application itself. All information obtained from Arts! Oglethorpe would then be mailed to each Trustee for their approval.

OLD BUSINESS: Chairman Downs made the motion that money be borrow from the gift account to fund the printing of 100 map/photos of Oglethorpe County. The maps then would be sold for \$3 to \$5 with all proceeds returned to the gift account. Second by Trustee Clark. Unanimous agreement.

Old library sign.-- Trustee Smith will remove sign from former library location.

NEW BUSINESS: Trustee Cabaniss' term expired April 1997. She has consented to another term but would like to be replaced as a representative to the regional board. Carolyn Faz consented to the regional library representative.. Everyone was in agreement to accept these conditions.

A board seat still needs to be filled. It was decided that new applications should be accepted in addition to the old application of Susan Robertson.

Chairman Downs requested that the board form a fundraising committee. It was decided that Emmett Caldwell and Juanita Paul head up this committee.

HOMEWORK was assigned by K. Ames concerning mission statement and long-range planning. Chairman Downs suggested a called meeting to work strictly on the long range plan.

Motion to adjourn was made by Trustee Clark.

# OGLETHORPE COUNTY LIBRARY BOARD

Oct. 7, 1997

## Meeting Agenda

-Approval of minutes from August 5th Meeting of the Board

-Resolution of voting of three items at the 8/5/97 meeting

-Public Input-guests?

-Director's Report-Kathy Ames

-Branch Manager's Report-Jan Burroughs

-OLD BUSINESS:

-Map plan

-sign update

-Barbara Cabaniss status, new Board member status

-Peachnet

NEW BUSINESS:

-New addresses for Board members needed

-Strategic Plan Work

-Friends Organization Formulation/Rebuilding?

-Publicity/Fund Raising Effort

-Additional?

**Oglethorpe County Library**  
**July 1, 1997 - September 30, 1997**

<b>Revenue:</b>	<b>Budget Amount</b>	<b>Amount Received</b>	<b>Balance</b>	<b>% of Budget Received</b>
Oglethorpe County Commissioners	\$37,000.00	\$9,250.02	\$27,749.98	25.00%
Oglethorpe County Board of Education	15,000.00	0.00	15,000.00	0.00%
City of Lexington	500.00	500.00	0.00	100.00%
Fines and Fees	4,529.00	1,588.25	2,940.75	35.07%
Copy Machine	<u>900.00</u>	<u>575.00</u>	<u>325.00</u>	63.89%
Totals	<u>\$57,929.00</u>	<u>\$11,913.27</u>	<u>\$46,015.73</u>	20.57%

<b>Expenditures:</b>	<b>Budget Amount</b>	<b>Amount Expended</b>	<b>Balance</b>	<b>% of Budget Expended</b>
Regional Share	\$8,000.00	\$2,000.00	\$6,000.00	25.00%
Wages/Benefits	43,229.00	11,877.70	31,351.30	27.48%
Maintenance Contract - Copier	1,000.00	93.02	906.98	9.30%
Telecommunications	3,000.00	356.28	2,643.72	11.88%
Cleaning Service	<u>2,700.00</u>	<u>650.00</u>	<u>2,050.00</u>	24.07%
Totals	<u>\$57,929.00</u>	<u>\$14,977.00</u>	<u>\$42,952.00</u>	25.85%

**Oglethorpe County Library Gifts and  
Friends of the Library:**

<b>Revenue:</b>	
Gift Money From Prior Years	<u>\$7,672.30</u>
Gifts Received 7/1/97 - 9/30/97	<u>\$100.00</u>
<b>Expenditures:</b>	
Gift Books Purchased	<u>\$335.30</u>

**Construction Account:**

Balance @ 6/30/97	\$2,820.88
Interest	24.72
<b>Expenditures:</b>	
Furniture, Fixtures & Equipment	<u>2,845.60</u>
	<u>\$0.00</u>

**Reserve:**

Fund Equity (Reserve) at 6/30/97	\$6,632.13
Less: Reserved for Vacation Pay	(3,786.15)
Reserved for One Months Operating Expenses	<u>(4,827.42)</u>
Net Fund Equity (Reserve)	<u>(\$1,981.44)</u>

**Oglethorpe County Gifts**  
**July 1 - September 30, 1997**

Cash Gift - Sale of Oak Chair

\$100.00

# Oglethorpe County Library Circulation

	FY1993	FY1994	FY1995	FY1996	FY1997	FY1998
July	3,264	3,301	2,456	3,810	4,320	4,403
August	2,129	2,191	2,267	3,843	3,132	3,348
September	2,024	1,754	1,825	2,737	2,574	2,871
October	2,144	1,908	2,041	3,129	2,927	
November	1,995	1,688	1,797	2,977	2,584	
December	1,623	1,221	1,503	2,264	2,446	
January	2,171	1,821	1,878	3,036	3,204	
February	1,982	2,070	1,648	3,112	2,668	
March	1,944	1,629	1,669	3,049	2,777	
April	1,716	2,014	1,368	2,962	3,119	
May	1,690	1,864	2,463	2,665	2,863	
June	3,341	2,852	1,421	2,490	4,413	
	26,023	24,313	22,336	36,074	37,027	

## Bookmobile Circulation in Oglethorpe County

	FY1993	FY1994	FY1995	FY1996	FY1997	FY1998
July	1,205	1,403	384	788	480	1,530
August	421	703	1,245	506	97	43
September	1,680	1,695	1,062	1,098	1,329	1,014
October	1,256	1,453	1,562	726	1,417	
November	1,273	1,632	959	1,608	1,088	
December	259	198	788	165	759	
January	1,219	1,237	1,689	2,257	1,010	
February	1,429	1,037	1,733	1,303	1,100	
March	2,337**	2,151	1,893	1,462	1,032	
April	1,182	1,234	936	1,444	1,656	
May	226	978	1,256	2,665	380	
June	2,302	930	1,366	176	1,290	
	14,789	14,651	14,873	14,198	11,638	

\*Only one bookmobile on the road for 4 days.

\*\*Bookmobile out of service 17 days in March.

## VISION 2010 WORK SHEET

WHO / WHAT DO WE WANT TO BE?

WHO DO WE WANT TO SERVE / BENEFIT?

WHAT PRODUCTS / SERVICES DO WE WANT PROVIDE?

HOW WILL WE PROVIDE THESE PRODUCTS / SERVICES?

WHAT BENEFIT / VALUE WILL WE PROVIDE OR CONTRIBUTE TO ELBERT COUNTY?

## Branch Mangers Report

October 7 , 1997

### Circ. Stats

Month	Day Ct.	Child. Pro.	GPR	Ref.	Circ.	New Pt.
August	1765	3/108	10/164	390	3348	38
September	1595	3/111	17/320	254	2871	38

### \$\$\$Stats.

Month	Fine/Fee	Lost Bk	Copier	Gift\$	Petty	etc.
August	428.00	-0-	163.00	-0-	35.70	-0-
September	337.65	7.00	92.30	30.00	11.57	-0-

Summer Reading Club: The party was great. We had around 60 children attending. All received a door prize in addition to their certificates, pizza coupons, critter clips and ribbons. Door prizes were provided by Watkins Ace, Grey Hare Vending, Papa's Pizza, George Morrow, and Library Staff. 75 of the 306 children completed the program to receive certificates.

#### Electric:

Still in touch with Russell Tolbert about installing new timer. He's waiting until he has some slow time.

#### Plumbing Problems: Small leak in conference room.

Small leak detected under conference room sink last week. Library patron Walter Branham has agreed to fix it upon his next visit.

#### Door Problems: Possibly fixed.

Architect Stirling Wilhoit has installed a small metal ledge above doors in an attempt to remedy the water problem under the doors. We await the first heavy rain to test his solution.

#### Panic Button: Simplex

Called Simplex 2 weeks ago to remind them of our request install a panic button. Was told that area technician Bill Hunt would visit the week of Sept. 29 to complete installation. Will call again this week.

Jill McDuffie's "road show" has proven to be very successful. The children are able to enjoy stories without the hassle and discipline problems associated with a strange environment. CDC Director, Janet Harrison, is planning to host a parent workshop at the Library in order to introduce parents to the library and to stress the importance of reading. The center will still schedule special visits to the library.

At the request of Nancy Bridges, I presented a program on storytime development to a group of 50 child care employees on Thursday, October 2. The program helped the employees to meet their required hours of in-service training.

I've yet to make a move concerning the county employees and the internet. I hope to make this a top priority for the month of October. I apologize for the delay.



## COMMON DENOMINATORS FROM OUR LISTS

Looking at the SWOT lists, where do you see common denominators? For example, are there several listings that involve finances? Are there several listings that involve a particular service or program. List these below--they will become the categories for writing our goals.

# GOAL

- ♦ SUPPORTS THE MISSION AND ROLE OF THE ORGANIZATION
- ♦ BROAD OR GENERAL STATEMENT
- ♦ DESIRED OR INTENDED ACCOMPLISHMENT, CONDITION, OR FUTURE
- ♦ LONG RANGE IN NATURE
- ♦ UNSPECIFIC AND LONG TERM IN NATURE
- ♦ SELDOM ACTUALLY REALIZED
- ♦ CAN BE EXPRESSED FROM ORGANIZATIONAL OR AUDIENCE VIEWPOINT
- ♦ PROVIDE A FRAMEWORK FOR SETTING OBJECTIVES
- ♦ DECLARATIVE SENTENCES

*ALL PARTICIPANTS WILL BE PROVIDED OUR FAMOUS  
DESSERT.*

## WRITING OUR GOALS

1. Goals should be service oriented. Service and programs first--all else follows. Our first goals need to focus on the services we provide to the community.

2. Goals should be action oriented. Each goal should point to specific actions we expect to happen by a specific time.

3. Goals should be focused on the Mission. We should write our goals to outline actions that will help us accomplish the mission.

4. Goals should consider all the results of the SWOT analysis, but must focus most heavily on the strengths and opportunities of the library.

### Goals:

1. focused on mission
2. action oriented
3. measurable
4. possible
5. results oriented
6. long-range
7. something that we all agree as what we want to do

## POSSIBLE SERVICE RESPONSES

### BASIC LITERACY

A library that offers basic literacy addresses people's need to be able to read and to perform other basic skills of daily living. The library will provide a learning environment, specialized materials, appropriate instructional technologies, and trained tutors to help people accomplish their personal literacy goals. Library staff or volunteers may provide training.

### BUSINESS & CAREER INFORMATION

A library that offers Business and Career Information service addresses people's need for information that helps them succeed in the workplace. The library will provide expert personal assistance, specialized electronic and print resources, programs and services of interest to the business community, to investors, and to individuals who are seeking employment or who are contemplating a career move. Library users will be able to access information without visiting the library by using the telephone, fax, e-mail and other electronic delivery methods.

### CULTURAL AWARENESS

A library that offers Cultural Awareness service improves the quality of life in the community by satisfying the desire of individuals to understand and respect their own cultural heritage and that of others. The library will provide in-depth collections of materials in many formats, and programs and displays that reflect the cultural heritage of the library's service area. The library may provide collections of materials in many formats and offer programs and displays that promote awareness of other peoples and cultures.

### FORMAL LEARNING SUPPORT

A library that provides Formal Learning Support service helps students in the community succeed in attaining their formal educational goals. The library will provide the resources, facilities, and tools that students need in order to learn. These may include study space, print and electronic resources, computer hardware, and personal assistance or tutoring.

## GENERAL INFORMATION

A library that offers General Information service helps people make better personal or business decisions, save time or money, or satisfy their curiosities. The information helps them get the answers they need to lead satisfying and productive lives. The library offers a large selection of materials covering a broad variety of topics. The library will provide a staff that is skilled in determining users needs and locating relevant information to satisfy those needs.

## GOVERNMENT INFORMATION

The library that offers Government Information service fosters the free flow of information that is crucial in a democratic society. The library will provide access to a wide selection of information in print and electronic form that is produced by and about governmental agencies. Staff skilled in using government documents, searching the internet and other on-line services will be available.

## INFORMATION LITERACY

A library that provides Information Literacy service helps individuals develop the skills that are necessary to be successful in a changing technological world. The library provides training and instruction in skills related to using technology. Teaching is stressed and a classroom or public computer lab may be provided and staff may offer group classes.

## LIFELONG LEARNING X

A library that provides Lifelong Learning service improves the quality of life in the community by addressing the lifelong learning needs of people for a no-cost, low-cost educational path and the desire of the public for quality recreational opportunities. Lifelong Learning promotes self-improvement and fosters self-fulfillment. The library will provide and maintain an extensive collection of materials on a wide variety of subjects. Users may be browsing for something good, or pursuing independent learning objectives. Staff may offer pathfinders on topics of interest, reader's advisory service.

## LOCAL HISTORY AND GENEALOGY X

A library that offers this service improves the quality of life by helping individuals better understand their personal and community heritage. The library will provide a significant collection of materials and other resources that chronicle the

history of the community. Family histories and genealogical research tools may be available. The library may provide classes in genealogical research and programs on topics of local history.

#### RECENT RELEASES

A library that provides Recent Releases satisfies people's desires to keep up to date on popular materials and ideas. The library will provide a current collection of titles that are in high demand. They will be easily accessible and marketed to the public similar to bookstores. Library may offer displays, programs such as booktalks and discussions, and advertise coming titles. Author visits may be possible.

#### COMMONS ✓

A library that provides a Commons environment will provide public space for meeting and gathering that is considered inviting, neutral, and safe by individuals and groups. It will use public space for events of community significance that will bring diverse groups together, encouraging public conversation and discussion.

#### CONSUMER INFORMATION

A library providing this service provides assistance, programming and electronic and print resources of interest to individuals who are considering major purchases, who are seeking information on maintaining or repairing consumer goods. Library may offer resources that provide reviews of products and evaluation of services, provide resources that give wholesale and retail values for vehicles, appliances, equipment, etc. It may offer repair manuals, booklets and pamphlets produced by cooperative extension offices, consumer advocacy organizations, etc.

#### COMMUNITY REFERRAL

A library providing this service helps individuals locate and acquire the services they need to cope with problems. The library will establish an on-going relationship with community organizations and will develop a database of services available and qualifications for receiving services. Library will meet with individuals in search of services to determine need, establish potential eligibility, and followup with clients to determine if services were provided to meet individual needs.